Customer Access

Software Technical Support Program

An Introduction To Customer Access

MSI welcomes you as a new customer!

Regardless of which product you have purchased, we want to extend the best service and support possible. We realize that your initial purchase of our product is the beginning of a relationship, one that we want to nurture and maintain over the years. To that end we offer our ***Customer Access*** support program.

Enrollment is automatic when your product registration card is received

Please be sure to fill out and send your registration card to us right away. Your name and contact information will be entered into our database, allowing you to take full advantage of ***Customer Access*** when you need it. We will respond to your first contact for support even if your card has not yet been received, but for additional support, we require your card to be on file.

Printed just inside the front cover of your product manual is your personal registration number. This number identifies the product and is assigned to you alone. You may want to make note of it here for reference if you need to contact us for support.

Personal Registration Number: _____

We hope the product manual will contain the answers to most of your questions. If you're still stumped after checking the appropriate sections, ***Customer Access*** offers various methods to contact us. Technical support is only a phone call away.

BBS Support

You may first want to call our WILDCAT! BBS Support System at 805-873-2400. If you are located overseas, you may contact one of our support BBSs located around the world, listed on the opposite page. Feel free to look around, download any files on the system that may be of use to you, or leave a public message in the appropriate area if you need a question answered. This method of obtaining support is especially good if you want expert guidance regarding the more advanced features from MSI staff and other callers.

Your name is not pre-entered before your first call to the BBS, but you will be extended full access if you have your registration number handy and follow the instructions on-screen.

CompuServe

Another alternative is CompuServe where we are a part of the PC Vendor Support Forum. You reach us by typing GO PCVENA and then selecting SubTopic 9.

GEnie

You can also find us on GEnie, the online service from General Electric. Go to the MUSTANG RoundTable with the command MOVE 680.

America Online

MSI's support section on America Online is called MUSTANG and can be reached with the keyword MUSTANG.

Internet

You can reach MSI Technical Support directly by addressing your internet messages to support@mustang.com.

MSI SupportNET

A large number of BBS systems carry the MSI SupportNET echo conferences throughout the US and Canada. Support BBSs can also be found in the United Kingdom, Australia and Norway:

Location	Distributor	BBS Phone
Scandinavia	PC Security	+47 2 583358
United Kingdom	Telesystems	+44 494891903
Australia	Banksia	+61 2 418 7963

Voice Support

If you are unable to find the answer to a question or just need a quick explanation, please give us a voice call between 9:00am and 5:00pm PST. You can reach technical support at (805) 873-2550. We must, however, limit tech calls to those problems not resolved after reading the manual. Technical support is not (and should not be) a substitute for the manual.

The fastest way to speak to a tech support specialist is to call the main support number, where your call will be answered by the first available agent.

The normal hold time when all agents are busy is less than 4 minutes, but we recognize that some customers prefer not to wait. We have established a special telephone number for those customers.

This number will only ring when a support agent is available to answer the call immediately. The number is (805) 873-2551. Keep in mind however that this number is likely to be busy during periods of highest demand, which occur in the mornings and during lunchtime.

Questions Other Than Technical Support

If you have questions related to shipping or other areas handled by our office staff you should contact us at 805-873-2500. Our office personnel can help with changes to your registration information and handle all non-support questions regarding our product line.

We also have a toll-free number for questions regarding new product purchases or updates, just call 1-800-999-9619. Our mailing address is Mustang Software, Inc., P.O. Box 2264, Bakersfield, CA 93303.

A Letter From The President About Customer Access

Dear Telecommunications Enthusiast:

The software you have purchased incorporates features compiled by the programming team at MSI, drawn from years of telecommunications experience. We pride ourselves on being innovators in all areas of the industry, from communication software, to single and multi-user Bulletin Board programs, to E-Mail connectivity products and beyond.

If this is the first telecommunications product you've ever used, we hope you'll find it easy to install, configure and use. If you're a communications veteran, you'll appreciate the advanced features and configurability built into our products.

With this product comes an expanded commitment to support via our *Customer Access* program. All we ask is that you return your registration card to us today, so we can support you tomorrow.

Many thanks to the thousands of users who have provided feedback and suggestions over the years. But more importantly, THANK YOU for selecting MSI products and encouraging us to create communications and connectivity products that meet your needs.

Warmest Regards,
MUSTANG SOFTWARE, INC.

Jim Harrer
President/CEO